



RECEIVED

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Guy M. Hicks
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November 11, 2003

VIA HAND DELIVERY

Hon. Deborah Taylor Tate, Chairman
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, Tennessee 37243

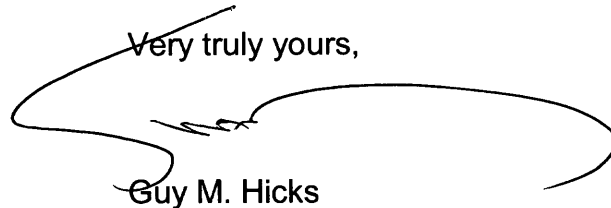
Re: *Docket to Establish Generic Performance Measurements, Benchmarks
and Enforcement Mechanisms for BellSouth Telecommunications, Inc.*
Docket No. 01-00193

Dear Chairman Tate:

Consistent with the terms of the Settlement Agreement relating to performance measurements approved by the Authority in this proceeding, BellSouth is filing fifteen copies of a Notification Report for the December 2003 data month and a Preliminary Notification Report for the data month of January 2004. These Reports are being filed with all of the state public service commissions in BellSouth's nine-state region.

Copies of the enclosed are being provided to counsel of record. Thank you for your assistance in this regard.

Very truly yours,



Guy M. Hicks

GMH:ch



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November 3, 2003

DELIVERED BY HAND

Mr. Reece McAlister
Executive Secretary
Georgia Public Service Commission
244 Washington Street, S.W.
Atlanta, Georgia 30334-5701

Rc: *Performance Measurements for Telecommunications Interconnection,
Unbundling and Resale; Docket No. 7892-U*

Dear Mr. McAlister:

Consistent with the Commission's July 19, 2002 Order, BellSouth Telecommunications, Inc. ("BellSouth") is filing a Notification Report for the December 2003 data month and a Preliminary Notification Report for the data month of January 2004. These proposed changes will be discussed at the November 7, 2003 industry conference call.

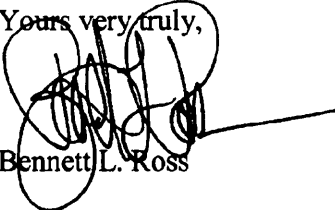
There is one additional matter that BellSouth would like to bring to the attention of the Commission and the parties. In its September 2003 Data Notification filed on August 1, 2003, BellSouth provided notice of a change to Measure SA-2 to calculate correctly the numerator for this measure in Georgia and Florida (Item No. 10). Although BellSouth expected to implement this change with September 2003 data, the change will be implemented with December 2003 data instead.

Enclosed herein please find an original and seventeen (17) copies, as well as an electronic version, of these Data Notification Reports. I would appreciate your filing same in the above-referenced docket and returning the two (2) extra copies stamped "filed" in the enclosed stamped, self-addressed envelopes.

Mr. Reece McAlister
November 3, 2003
Page 2

Thank you for your attention to this matter.

Yours very truly,

A handwritten signature in black ink, appearing to be "Bennett L. Ross", written over the typed name. The signature is stylized with loops and a long horizontal stroke extending to the right.

Bennett L. Ross

BLR:nvd
Enclosures

cc: Mr. Leon Bowles (w/enclosure) (via electronic mail)
Mr. Patrick Reinhardt (w/enclosure) (via electronic mail)
Parties of Record (w/enclosure) (via electronic mail)

511217/510664/511212

PROPOSED DECEMBER 2003 DATA NOTIFICATION

BellSouth proposes the changes described in this document to generate results for the December 2003 data month. Results for the December 2003 data month will be posted as follows:

Preliminary results January 21, 2004
Final results January 31, 2004

BellSouth provides Data Notifications each month in compliance with the Georgia Public Service Commission's Order of July 19, 2002. This order specifies that when BellSouth proposes making any changes to the methods by which performance data is calculated, it must provide written notice. This notice must be provided on the first business day of the month before the data month in which the change will be made. BellSouth must also provide notification if it is considering making changes to the method of calculating data for the following month.

The "Affected Measures" described in this notice are those set forth in the Georgia Service Quality Measurement (SQM) Plan, unless otherwise noted. All "Impact of Change" descriptions are stated at the measurement level, unless the sub-metric level is specified.

Ordering Measurements

(1) *Affected Measures:* PO-2

Description of Change: Currently, PMAP is not including XML formatted transactions that are submitted via LENS in the data for this measure. BellSouth proposes to include these transactions. This proposed change was Item (4) on the Preliminary November Data Notification filed on September 2, 2003. (RQ4257)

Impact of Change: For June 2003 Georgia 271 data, PMAP posted 98.76% of Service Inquires for Electronic Loop Make-up completed within one minute and the percentage should have been 98.05%.

(2) *Affected Measures:* O-2

Description of Change: Currently, PMAP is counting the number of outbound timestamps in both the numerator and denominator. The measure should be calculated as the number of inbound timestamps in the denominator and the number of outbound timestamps in the numerator. BellSouth proposes to change the code in PMAP to include inbound and outbound timestamps appropriately. This proposed change was Item (6) on the Preliminary November Data Notification filed on September 2, 2003. (RQ 4379)

Impact of Change: For May 2003 data, PMAP reported 100% and the percentage should have been 99.99%.

- (3) *Affected Measures:* OSS-1

Description of Change: Due to an error in the calculation of the interval for Customer Record Information System (CRIS) requests that come through LENS, some transactions are receiving a zero duration. BellSouth proposes to correct this error so that the calculation will include the actual duration. This proposed change was Item (1) on the Preliminary December 2003 Data Notification filed on October 1, 2003. (RQ4499)

Impact of Change: Based on July 2003 data, the Average OSS Response Interval would increase from 2.74 seconds to approximately 3.02 seconds.

Provisioning Measurements

- (4) *Affected Measures:* P-3 (Alabama, Kentucky, Mississippi, and South Carolina only)

Description of Change: BellSouth has discovered that the analog data for LNP Percent Missed Installation Appointment is not being reported on the SQM report as is currently done on the MSS report. BellSouth proposes to correct this problem. (RQ3965)

Impact of Change: None.

- (5) *Affected Measures:* P-7

Description of Change: Currently, hot cuts with durations equal to fifteen minutes are being counted as misses. BellSouth proposes counting these hot cuts as met, consistent with the SQM. This proposed change was Item (2) on the Preliminary December 2003 Data Notification filed on October 1, 2003. (RQ4326)

Impact of Change: Regional results for June 2003 would increase by 0.28%.

- (6) *Affected Measures:* P-7C & P-9

Description of Change: Currently, for SQM reports, product groups for this measure are identified using the current month product rollup table. However, prior month's orders are used in calculating this measure. BellSouth proposes to use the product rollup table for the month consistent with the service order data to determine the product disaggregations for the SQM reports as is currently done for the MSS results. This proposed change was Item (11) on the Preliminary November 2003 Data Notification filed on September 2, 2003. (RQ4416 & RQ4424)

Impact of Change: None, unless new products are introduced.

- (7) *Affected Measures:* P-9

Description of Change: Currently, BellSouth is reporting data for UNE xDSL and ADSL products with conditioning separately from those without conditioning in all states except Florida and Tennessee. Because the SQM requires data to be reported with conditioned and non-conditioned circuits combined for these products in this measure, BellSouth proposes to correct the reporting to agree with the SQM. This proposed change was Item (3) on the Preliminary December Data Notification filed on October 1, 2003. (RQ4526)

Impact of Change: The ADSL Provided to Retail with and without conditioning and UNE xDSL with and without conditioning product groups would no longer be reported separately.

M&R Measurements

- (8) *Affected Measures:* MR-1, MR-2, MR-3, MR-4 & MR-5

Description of Change: Currently, BellSouth is unable to identify the wire center on some retail services provided over Fiber in the Loop (F/TL). BellSouth proposes using the wire frame code for these services to identify the wire center. This proposed change was Item (4) on the Preliminary December 2003 Data Notification filed on October 1, 2003. (RQ4366)

Impact of Change: Based on August 2003 data the ADSL provided to Retail trouble report rate would increase .36%.

Special Access Measurements

- (9) *Affected Measures:* SA-9

Description of Change: BellSouth omitted the ACNA for one carrier from the company look up table for this measure, which caused that carrier's data to be omitted. BellSouth proposes to update the Special Access Company Lookup table to correct this problem. This proposed change was Item (5) on the Preliminary December Data Notification filed on October 1, 2003. (RQ4258)

Impact of Change: Based on August 2003 data the IXC trouble report rate would decrease .0007%.

- (10) *Affected Measures:* SA-8

Description of Change: Currently, for SQM reports, product groups for this measure are identified using the current month product rollup table. However, prior month's orders

are used in calculating this measure. BellSouth proposes to use the product rollup table for the month consistent with the service order data to determine the product disaggregations for the SQM reports as is currently done for the MSS results. This proposed change was Item (13) on the Preliminary November 2003 Data Notification filed on September 2, 2003. (RQ4432)

Impact of Change: None, unless new products are introduced.

510664

PRELIMINARY JANUARY 2004 DATA NOTIFICATION

BellSouth is considering making the changes described in this document to generate results for the January 2004 data month. Results for the January 2004 data month will be posted as follows:

Preliminary results February 21, 2004
Final results February 29, 2004

BellSouth provides Data Notifications each month in compliance with the Georgia Public Service Commission's Order of July 19, 2002. This order specifies that when BellSouth proposes making any changes to the methods by which performance data is calculated, it must provide written notice. This notice must be provided on the first business day of the month before the data month in which the change will be made. BellSouth must also provide notification if it is considering making changes to the method of calculating data for the following month.

The "Affected Measures" described in this notice are those set forth in the Georgia Service Quality Measurement (SQM) Plan, unless otherwise noted. All "Impact of Change" descriptions are stated at the measurement level, unless the sub-metric level is specified.

Ordering Measurements

- (1) *Affected Measures:* O-7, O-8, O-9, O-11, O-13, O-14 & O-15

Description of Change: In addition to the current fields, BellSouth proposes to use the LSR Local Serving Office to more accurately identify the state to which the order should be assigned. This change will permit some records currently going to an error file due to an unidentified state code to be included in the data. (RQ4586)

Impact of Change: For August 2003, 1456 CLEC orders in the region, with an unidentified state code, could be correctly identified using the new criteria.

- (2) *Affected Measures:* O-7 & O-11

Description of Change: The numerator of Measure O-7 for manual LSRs incorrectly omits LSRs received in the data month but rejected in the following month. Also for manual LSRs, the denominator of measure O-11 erroneously includes FOCs/Rejects for LSRs received in the prior month in addition to LSRs received in the data month. BellSouth proposes to correct both of these problems. (RQ4601)

Impact of Change: For August 2003, 962 of 28,792 (3.34%) manually submitted LSRs should have been counted in the numerator for Measure O-7. For Measure O-11, 586 of 30,340 (1.93%) manually submitted LSRs should not have been counted in the denominator.

- (3) *Affected Measures:* O-7, O-8, O-9, O-11, O-13, O-14 & O-15

Description of Change: Currently, the PMAP code is not utilizing certain criteria that correctly identifies an LNP LSR as Partially Mechanized. In these cases, the LSR is assigned as Fully Mechanized. BellSouth proposes to change the code to utilize this additional criteria. (RQ4623)

Impact of Change: For July 2003, 29 of 6,609 LNP orders were misclassified as Fully Mechanized.

- (4) *Affected Measures:* O-1, O-8 & O-9

Description of Change: Effective June 1, 2003, per Carrier Notification Letter SN91083672, the system maintenance window for the BellSouth EDI application was changed from Sundays 00:00 Midnight to 05:00 AM Central time to the following:

Saturdays 00:00 Midnight to 04:00 AM Central time; and
Sundays 00:00 Midnight to 07:00 AM Central time.

BellSouth proposes to update PMAP code to correctly account for the additional EDI OSS downtime as well as any future OSS availability changes in accordance with Carrier Notification Letters. (RQ4633)

Impact of Change: BellSouth continues to investigate the impact of the proposed change and will quantify this impact as soon as possible.

Provisioning Measurements

- (5) *Affected Measures:* P-7C

Description of Change: Currently, BellSouth does not include non-coordinated conversions for the Provisioning Trouble in 7 Days Measure. BellSouth proposes to include these orders as required by the SQM. (RQ4128)

Impact of Change: For May 2003, there were a total of 3,434 orders reported, 17 of which were non-coordinated conversions that were not reported. This change would have increased the total to 3,451, a .005% change.

- (6) *Affected Measures:* P-1 (Florida and Tennessee only)

Description of Change: BellSouth currently does not include held orders, which were actually completed (and service was delivered) in the current month, but the completion was not posted in SOCS until the following month. This circumstance would occur when orders are completed near the end of the month and posting of the completion in SOCS is delayed into the following month. BellSouth proposes modifying the processing to include these held orders in the measure. (RQ4207).

Impact of Change: For June 2003, SQM results would increase by 145, or 3.25% of the total 4,463.

- (7) *Affected Measures:* P-8

Description of Change: For this measure, all orders completed in the data month should be reflected in the data. Currently, the original due date is used to determine the data month for SQM data and the date the data was extracted by PMAP is used to determine the data month for MSS data. BellSouth proposes to use the completion date to determine the month in which data is reported on all reports. (RQ4308)

Impact of Change: For June 2003, there were 495 total orders, one of which should have been included in the July data. Moving the orders to July data would result in a .2% change in the volume.

- (8) *Affected Measures:* All Provisioning Measures

Description of Change: BellSouth has discovered that Special Access services are erroneously being included in certain of the BellSouth Retail Analog data. BellSouth proposes to remove these records, as they are not retail services. (RQ4522)

Impact of Change: Less than 1% volume impact in July 2003 data.

- (9) *Affected Measures:* P-13D

Description of Change: The MARCH system is the source for the timestamp when a number is ported, which is necessary to calculate this measure. Currently, BellSouth augments mechanized searches in a MARCH file with manual searches in other MARCH files when a ported number is not found in the mechanized search. These additional MARCH files will now be brought into PMAP and the entire search process will be mechanized. Further, records where the ported

number cannot be located in the MARCH files are currently counted as missing the standard even if that is not the case. BellSouth proposes to correct this problem by treating such records as invalid. (RQ4615)

Impact of Change: For September 2003, 61 records for the region would have been affected by this proposed change.

(10) *Affected Measures:* All Provisioning Measures

Description of Change: Service orders occasionally appear in the data with an issue date that is later than the due date, resulting in a negative interval. When this occurs, BellSouth proposes to use the earliest timestamp that appears in the SOCS history file as the issue date. If this date is later than the due date, which generally occurs when a new or change order was issued solely to correct records, BellSouth proposes to exclude the record. (RQ4540)

Impact of Change: For August 2003, 3725 of 4,482,341 (.08%) wholesale and retail orders had negative durations.

(11) *Affected Measures:* P-5

Description of Change: Currently, on the SQM Web reports for GA, KY, NC, LA, MS, SC, and AL, the interval distribution is reflecting 0.0% for all intervals although the measure result is correct. BellSouth proposes to correct data for these interval distributions. (RQ4665)

Impact of Change: None.

M&R Measurements

(12) *Affected Measures:* All M&R Measures

Description of Change: BellSouth has discovered that Special Access services are erroneously being included in certain of the BellSouth Retail Analog data. BellSouth proposes to remove these records, as they are not retail services. (RQ4550)

Impact of Change: Less than 1% volume impact in July 2003 data.

Special Access Measurements

- (13) *Affected Measure:* SA-1, SA-2, & SA-6 (Georgia, Florida, and Tennessee)

Description of Change: Currently, when an ASR is received in EXACT without the date-received field populated, a receipt date of 01/01/1900 is automatically assigned, which causes an erroneous duration interval to be calculated. BellSouth proposes to add a filter on the date-received field to identify and treat as invalid ASRs that contain 01/01/1900 in the date-received field. (RQ4467 & RQ4546)

Impact of Change: For July 2003, .04% of records would have been affected by this proposed change.

- (14) *Affected Measures:* SA-4, SA-5, SA-6, SA-7 & SA-8

Description of Change: Currently, BellSouth is using a snapshot of completed orders from SOCS taken on the third day of the month to calculate Special Access Measures. For these measures, all orders captured in the snapshot are used to calculate results instead of only those orders that are completed in the data month. BellSouth proposes to correct this problem. (RQ4577)

Impact of Change: In August 2003, 1.28% of the records were reported in both July and August data.

511212

PARTIES OF RECORD

Docket No. 7892-U

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(09/16/03)

CERTIFICATE OF SERVICE

I hereby certify that on November 11, 2003, a copy of the foregoing document was served on the following parties, via the method indicated:

- ☐ Hand
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- ☐ Facsimile
- ☐ Overnight
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A large, stylized handwritten signature in black ink, appearing to be a cursive representation of a name, possibly 'Dana Shaffer', written over a horizontal line.